

**Specifications: ITB Event #32901-21179-11763  
WTSP and MLTC Laundry Maintenance Equipment**

**PURPOSE:**

This is a procurement for the Tennessee Department of Correction (TDOC) for the maintenance and repair of commercial laundry equipment at the West Tennessee State Penitentiary (WTSP) and the Mark Luttrell Transition Center (MLTC). This will be a multi-award procurement with separate contracts awarded by facility for a contract term of five (5) years.

**GENERAL SCOPE OF SERVICES:**

The awarded Contractor(s) shall provide all “corrective”, “preventive”, “on-site response” “maintenance and as needed work” regarding all commercial laundry equipment maintenance, service, and repairs for the noted locations. The omission of detailed specifications does not limit the quality of the services rendered and only the best commercial practices are acceptable. All work shall comply with industry guidelines. All repairs, maintenance, testing, and inspections must be performed in accordance with recommended procedures of the manufacturer.

**LOCATIONS TO BE SERVICED:**

**West Tennessee State Penitentiary (WTSP)**

480 Green Chapel Rd  
Henning, TN 38041

**Mark Luttrell Transition Center (MLTC)**

6000 State Rd  
Memphis, TN 38134

**INSPECTION AND/OR WALK-THROUGH:**

Respondents may visit the institutions for inspection and walk-through to view the equipment and familiarize themselves with conditions of the existing systems and buildings prior to submitting a response to the event. Inspections and/or walk-throughs are encouraged but are not required to participate in the event. Respondents may contact Terry Sellers at WTSP (731) 738-1769 and James Genesy at MLTC (901) 531-1828 to schedule an inspection and/or walk-through prior to the event closing date.

**CONTRACTOR SERVICES AND EQUIPMENT:**

The Contractor shall have at least one (1) full-time live operator available to receive service calls from the State and schedule service technicians for laundry equipment maintenance during regular service hours (8:00 am through 4:00 pm CST Monday through Friday). The Contractor’s telephone or paging system must also be answered by a live operator during premium service hours (4:01pm through 7:59am CST Monday through Friday, Saturday, Sunday, and holidays). An unattended answering machine or voicemail system will not be acceptable.

1. Contractor Equipment
  - a. The Contractor must have access to, and bring all equipment, materials, supplies, and tools necessary to provide laundry equipment maintenance at the requested facilities.
  - b. The Contractor must have a supply of stock replacement parts available for immediate use.
  - c. The Contractor must have access to non-stock replacement parts as needed.
2. Reporting Requirements

- a. All work must be approved in writing by the Facility Managers or designee for each respective facility prior to commencing repairs, tests, or modifications to the equipment to be serviced.
- b. The Contractor must furnish a preliminary invoice to the Facility Manager or designee upon conclusion of both regular service visits and premium service visits.
- c. All visits by service technicians must be logged on-site to record the date and time (in/out) by the Facility Manager, facility security personnel, and/or authorized representative. All service technicians shall personally sign-in and sign-out to verify their presence and length of stay at the facility. Contractor service personnel shall also sign-in and sign-out within the Job Log for: (1) lunch breaks when taken while performing services on-site; (2) when going to obtain parts; (3) when going to another building or leaving facility; or (4) leaving the facility for any reason.

### 3. Parts Requirements

- a. All parts, materials, supplies, and equipment used in the performance of this contract must be new.
- b. Manufacturer parts, manufacturer-approved parts, or equal, as per the agency equipment, will be used to maintain the integrity of the equipment under the contract.
- c. All parts, materials, supplies, and equipment utilized shall be invoiced as per "Proof of Cost for Parts, Materials, and Supplies" at the Contractor's whole cost plus a fifteen percent (15%) markup.
- d. All new equipment shall be Energy Star Certified, WaterSense certified, and/or meet or exceed low flow standards as per the Tennessee Sustainable Maintenance Guidelines where applicable.

### 4. Trip Charges

- a. Trip charges shall be limited to a single charge per round trip to and from the facility or per invoice.
- b. Trip charges shall not apply for jobs that take one (1) hour or less to complete. This will be verified using the Job Log Sheet.
- c. Trip charges shall not apply to return trips due to incomplete work. Trip charges shall not apply to Contractor service personnel leaving the facility during a job to obtain parts not identified as required prior to the start of the job.
- d. Any job requiring more than two (2) working days may be subject to additional trip charges. The Contractor must obtain written approval from the Facility Manager or designee prior to the application of additional trip charges. The Contractor may not charge for more than one (1) trip charge without prior written approval from the State.

### 5. Handling of Materials

- a. The Contractor is responsible for the removal and disposal of materials in accordance with all applicable environmental protection agency regulations.

### 6. Types of Service

- a. Regular time/non-emergency: service calls during the normal business hours of 8:00 A.M. Monday-Friday. Billing rates to be "regular hourly" rates. Response times must be no more than twenty-four (24) hours after notified by the state.
- b. Premium time/emergency: when services are "so designated" by the facility manager or designee. These conditions may exist during or after the normal hours of 8:00 A.M. Monday-Friday, including weekends or holidays. Charges to be at a premium hourly rate. The contractor must respond to emergency service calls twenty-four (24) hours per day, seven (7) days per week. Response time cannot exceed four (4) hours during business hours, or four (4) hours after normal working hours.

7. Initial Repairs

- a. The contractor shall identify all malfunctioning equipment and systems as a part of the initial repairs. The necessary repairs shall be performed during the initial service call. Repair work must be approved by the Facility Manager or designee prior to commencement.

EQUIPMENT LISTING:

The laundry equipment and systems to be serviced at each facility include but are not limited to the following:

WTSP Equipment List – Commercial Units (not an inclusive list):

Description	Brand	Model	Serial Number	Location
Washer	Cissell	cpc100hp21121NRC	9294	Site 2 laundry room
Washer	Cissell	cpc100hp21121NRC	9303	Site 2 laundry room
Washer	Cissell	cpc100hp21121NRC	9582	Site 2 laundry room
Washer	Cissell	cpc100hp21121NRC	N/A	Site 2 laundry room
Dryer	Cissell	CTO75ERQF5G1W01	610025080	Site 2 laundry room
Dryer	Cissell	CTO75ERQF5G1W01	610025079	Site 2 laundry room
Dryer	Cissell	CTO75ERQF5G1W01	610025078	Site 2 laundry room
Dryer	Cissell	CTO75ERQF5G1W01	610025081	Site 2 laundry room
Dryer	Cissell	CTO75ERQQ2G1W01	611011721	Site 2 laundry room
Dryer	Cissell	CTO75ERQQ2G1W02	611011719	Site 2 laundry room
Dryer	Cissell	CTO75ERQQ2G1W03	611011729	Site 2 laundry room
Dryer	Cissell	CTO75ERQQ2G1W04	611011720	Site 2 laundry room
Dryer	Cissell	CTO75ERQQ2G1W05	611011730	Site 2 laundry room
Washer	Electrolux	W5180N17	6516429336	Site 2 unit 1
Dryer	Electrolux	N2290E17	55000040117	Site 2 unit 1
Dryer	Cissell	CTO35EQTF5G2W01	5080502675	Site 2 unit 2
Washer	Cissell	CPO40PMQ1001U01	805019870	Site 2 unit 2
Dryer	Electrolux	N2290E17	65000016587	Site 2 unit 5
Washer	Electrolux	W3180N17	6510417294	Site 2 unit 5
Dryer	Electrolux	N2290E17	65000015595	Site 2 unit 6
Washer	Electrolux	W3180N17	6510420013	Site 2 unit 6
Washer	Electrolux	W5180N	6510419636	MSC downstairs
Washer	Electrolux	W5180N	6410433082	MSC downstairs
Washer	Electrolux	W5180N	651042933	MSC upstairs
Washer	Electrolux	W5180N	6510432965	MSC upstairs
Dryer	Continental	KTO55EFNONDH3W00	1806024705	MSC downstairs
Dryer	Continental	KTO55EFNONDH3W00	1806024706	MSC downstairs
Dryer	Cissell	CTO35EMTF5G1W01	304016518	MSC upstairs
Dryer	Cissell	CTO35EMTF5G1W01	301006643	MSC upstairs

Description	Brand	Model	Serial Number	Location
Dryer	Speed queen	ST120NRQF6G2W01	1509037972	Site 1 Laundry Room
Dryer	Speed queen	ST120NRQF6G2W01	1509037973	Site 1 Laundry Room
Dryer	Speed queen	ST035NQTF6G2W01	1509038056	Site 1 Laundry Room
Washer	Washex	FLA2100.02.003B	186860	Site 1 Laundry Room
Washer	Ga braun	400 NED	NED 40058	Site 1 Laundry Room
Washer	Cissell	CPO40PMQ1001V01	607103640	Site 1 Laundry Room
Washer	Cissell	CP040PMQ1001V01	805019869	Site 1 Laundry Room
Dryer	Cissell	CTO35EQTF5G2W01	805026723	Site 1 Laundry Room
Washer	Electrolux	9867820144	00651-0423815	Site 1 Laundry Room
Dryer	Ga braun	123HNGF	H24V1232K15111	Site 1 Laundry Room

MTLC Equipment List (not an inclusive list):

Description	Brand	Model	Serial Number	Location
Washer/Dryer Double Stack	Speed Queen	LTEE5ASP173TW01	1708047282	Annex Laundry
Washer/Dryer Double Stack	Speed Queen	LTEE5ASP173TW01	1708047283	Annex Laundry
Washer/Dryer Double Stack	Speed Queen	LTEE5ASP173TW01	1708010624	Annex Laundry
Washer/Dryer Double Stack	Speed Queen	LTEE5ASP173TW01	1708050466	Annex Laundry
Dryer	Speed Queen	ST120SRQF6G2W02	1603005942	Main Building Laundry
Dryer	AJAX	AT120CSH	R0008012686	Main Building Laundry
Dryer	Huebsch	JT120CSH	KTCK9512037733	Main Building Laundry
Dryer	Samsung	DV50F9A7EVW/A2	Y7D95AED301226E	Main Building Laundry
Washer	B&C Technologies HP Series	HP/125/F2/25ANN/ABA	15148	Main Building Laundry
Washer	Samsung	WA50F9A7DSW/A2	Y7CG5AED300335K	Main Building Laundry
Washer	UNIMAC	UW125PVQU40002	M0399143376	Main Building Laundry

Description	Brand	Model	Serial Number	Location
Washer	UNIMAC	UW125PVQU40002	M0399143375	Main Building Laundry

Service Estimate Requirements

1. A service estimate must be left with the Facility Manager or designee after each service visit. It is to show man hours (time in and time out) and a list of all partners used along with identification of equipment and location. This service estimate will be required to back-up documentation for all payments.
2. The regular invoice will be submitted to the Facility Manager listing work performed, labor costs, trip costs, and costs for parts.
3. Payment is dependent upon verification of time for the services rendered, trip costs, and cost of parts. All required approvals form the Facility Manager must be attached to each invoice.

Warranty/Incomplete Work Coverage

1. Services requiring the Contractor to return to the facility due to equipment or system(s) failures with reference to services previously provided by Contractor will be at no charge to the End User.
2. Requests by the End User due to equipment or systems failure must be made within five (5) business days after completion of the job.
3. The Contractor shall absorb all costs incurred for replacement, repair, or corrections made to End User equipment or systems due to the following: (1) faulty equipment or parts installed by the contractor; and/or (2) equipment or system(s) failure due to the Contractor's poor workmanship.
4. The End User shall be given manufacturer warranty agreements for equipment, parts, and materials used by the Contractor on the equipment or system(s) under contract, when ownership is assumed.
5. Equipment, parts, or materials that are under warranty of the manufacturer, and are owned by the State, said warranty will be honored.

Definitions and Terminology

1. Corrective Maintenance: maintenance activity intended to restore equipment to the state in which it can perform its intended function.
2. Preventative Maintenance: maintenance associated with preventing equipment failures.
3. On-Site Maintenance: when a trained service technician is on site with necessary parts and equipment to make needed repairs.
4. As Needed Work: state authorized, exclusively related to annual inspections (i.e. maintenance, repairs, modifications, alterations, and/or additions).
5. Cost for Parts: The parts will be at Contractor’s wholesale cost plus fifteen percent (15%) per terms and conditions.

Note: Any single maintenance work order that exceeds one hundred thousand dollars (\$100,000.00) including contingencies and other related costs, must be approved by the State Building Commission (SBC) prior to proceeding in the contract.